

Call Script

Tech Queues

Call Opening (Greeting, Brand Introduction, Self-Introduction, Assistance):-

Good Morning/Afternoon/Evening, Welcome to Samsung. My name is How may I help you today?

Customer shares the Issue (Customer VOC)

Listen without interruption

Empathy, Acknowledgement, Assurance & ownership (Apology whenever required)

I know how difficult it is. Don't you worry I will definitely help you so that your (Product Name) is up and running.

I realize the discomfort that has occurred because of this issue. I assure you that I will quickly look into it & resolve this.

When you want your (product name) to work and it stops working that is really annoying. I will ensure that your (Product Name) is up and running while you are on this call.

I do relate to the inconvenience that you are facing, assure to assist you and resolve the issue on this call itself.

This is a tough situation to be in. Stay assured that I am here on the call to help you in the best possible way.

I am deeply concerned about your experience, I will take care of this issue & make sure that you don't have to go through this again.

I do imagine the difficulty you are facing & I know it's tough to go through all this. Don't worry let me go ahead and fix this issue for you right away.

I am extremely sorry for the inconvenience that was caused, I truly understand that how difficult situation it is for you, please be rest assured I

will be assisting you.

I am extremely sorry that you are facing such issue, Samsung does not encourage such customer service, I do understand that this is not what you expect. Please be assured that I am here to assist you.

I apologize and I do imagine the difficulty you are facing & I know it's tough to go through all this. Don't worry let me go ahead and fix this issue for you right away.

Callback Disclaimer

Before proceeding further, I would like to inform you that incase if this call gets disconnected let me assure you that i will call you back

immediately.

BP Confirmation (Personalization)

(Complete Name & City Name) Please help me with your complete name and the city you belong to.

Probing

Ask Open Ended Questions followed by Close Ended Questions (Funnel Technique) May I know the exact issue you are facing with the product?

May I know from how many days are you facing this issue with the product?

Paraphrasing

As you are facing issue with your (product name). Am I correct? (Issue re- confirmation for T/S)

Courtesy

Thank you for the confirmation

SCV (if required)

As your Samsung account is registered in our record, may I use your Samsung account details for further consultation purpose?

Product Details

May I know the product Model Number and Date of Purchase?

If Customer Says, Yes

Thank you for the confirmation.

If Customer Says, No

Mr./Ms. , Incase you are Infront of the product you can check the details from the product or bill copy.

Dead Air Management

Please be on call, it is taking some time to check the details.

Hold (permission, reason,duration)

For better information, May I please place your call on hold for a minute?

Un-Hold

Thank you for being on call.

Re-Hold (if needed)

Thank you for your patience, it is taking some more time to fetch the details. May I again place your call on hold for another 1 minute.

Exceeded Hold (if needed)

Apologies for the long hold, I truly appreciate your time and patience.

Troubleshooting

I will request you to help me by performing certain troubleshooting steps so that we will fix the issue.
(Follow T/S-Agent Portal)

Rebuttal 1

Mr./Ms., I will be glad to arrange a service engineer for your issue, but it would take some time for the engineer to visit your place. If you could give us the opportunity to assist you, we can try to fix the issue right away on the call.

Rebuttal 2

These are very easy steps that you can do and I am quite sure you can fix the issue yourself instead of waiting for the service engineer, request you to allow us to diagnose the issue.

DIY SMS Link

I would like to inform you that I am sharing you a video link which contains the troubleshooting steps, you can perform the same troubleshooting steps, In case, the issue is not resolved you can connect with us on our customer care number 1800-5-7267804

Confirmation of Customer's availability in front of the product

Are you in front of the product?

Visual Support

We also have a visual support tool through which we can see your product and resolve the concern over the call itself. Please allow me to share

the SMS on your registered mobile number.

Rebuttal 1

Mr./Ms, you will receive an URL link through SMS. Please note, all the settings will be performed by your end, we don't have access to your device.

Rebuttal 2

Mr./Ms, It is a very simple, safe and secure process to inspect your product remotely and there is a high possibility of resolving the issue

on this very call. I request you to support.

HRM

Smart Things App-Mr./Ms Hope you are aware about Smart Things application. Customer is aware about Smart Things Application-Samsung provides an exclusive tool, i.e., Remote Assistance Solution especially for your Smart REF/WSM/RAC. With the help of this, we can diagnose your product in order to fix the issue.

Customer is not aware about Smart Things Application May I know if your Smart REF/WSM/RAC is connected with Wi-Fi?

If yes then, I request you to connect your REF/WSM/RAC with Smart Things to help me remotely Monitor & Diagnose the product performance and generate reports to understand/identify the exact issue without physical inspection.

Rebuttal 1

HRM is completely safe and secure tool/application which diagnoses your product. The procedure of diagnosis requires your permission in the steps as well. Also, these reports are kept confidential & are used for the purpose of product diagnosis only.

Issue resolved-Summarization + Heat Check

As you called in for (Purpose of call) and I have guided you with the relevant information/troubleshooting steps. I hope you are completely satisfied with information/resolution provided by me on this call.

Issue not resolved Summarization Heat Check

As you called in for issue. I would like to inform you that I am arranging an engineer visit so that the product can be physically.

IN Warranty

As I can check your product is in warranty, hence you need to show the invoice to the service engineer.

Out Warranty

As I can check your product is out of warranty, hence service charges are applicable and the service charges are technician visit? +18% GST. Part Charges would be extra. May I arrange the engineer visit for you?

SO Creation

I would like to confirm few details.

- 1) May I know the complete address along with area pincode.
- 2) May I know the serial number if possible.
- 3) May I know the alternate mobile number.

Reference Number : At the end of this call, you will receive reference number on your registered mobile number.

Track Repair :: You may track the repair request on Samsung Website in the support section.

Written Communication : May I know which language you would prefer for any written communication from Samsung's end?

CRP Pitching: We have special curated offers available for you, if you wish to purchase the product I am sharing a link with you. So may I share the link with you. The link validity is 72 hours and the coupon can be availed within 45 days of the coupon generation.

CRP Confirmation

May I know you are interested in purchasing which product?

NPS

"You will receive a Survey via" SMS" or "WhatsApp" post this car. Request you to please rate your experience based on our interaction today.

Rating scale is 0 to 10 where 10 is the best".

Further Assistance

Is there anything else I can help you with your (Product Name)?

Call Closing

Thank you for calling Samsung. You were speaking with . Have a great day ahead.